

## **2014-2015 Member Service Assignment Description**

**Position Title:** One - Stop Career Resource Specialist and Neighborhood Resource Specialist

**Start Date:** 2/24/15

**End Date:** 8/31/15

**Slot Type:** Quarter Time, 450 hours total, 20 hours per week

**Reports To (Mentor Name and Title):** Dazhoni James, Team Leader

**Location:** Flagstaff, East Goodwill location

Goodwill Industries of Northern Arizona is a non-profit organization that focuses on employment services, serving those with disabilities; those who are homeless; and those who face other barriers to employment.

**Primary Function / Purpose:** To help people with disabilities and other barriers to employment become self-sufficient and enter into, sustain and maintain employment.

### **Major Responsibilities and Duties:**

This AmeriCorps service assignment will be responsible for the coordination of direct service to customers who use our One Stop Career Center services, with focus on pre-employment services such as resume building, job searches, job applications and interview skills. This will be done through the provision of direct service to customers as well as building a team of community volunteers, interns, and work-study students, if appropriate, who will be trained and organized to provide direct services. Some direct service duties include: While working within the One Stop, the AmeriCorps member will conduct initial assessments; provide information about programs and resources; help develop employment action plans; assist with creating resumes; show customers how to job search (using job board and on-line resources); teach customers how to log into the Arizona Workforce Connection to register for job openings; help fill out job applications (paper and on-line applications); sit side-by-side a customer to guide customers through self-paced computer trainings; and provide feedback through a mock interview process. Some volunteer team building duties include: Learn and understand Mission of Goodwill to better understand scope of work; learn and understand criteria and best practices of volunteer recruitment; research appropriate resources for volunteers; recruit, interview and train volunteers for direct service provision; work with the Director of Mission Services and the Director of Human Resources to ensure all appropriate standards and protocol are being met; and provide a system of oversight so that a sustainable, on-going volunteer program that will support One Stop services will be created in order to better serve our community's pre-employment/employment needs. Responsibilities include: Under the direct mentoring of the Director of Mission Services, exercises oversight of One Stop Career Resource Center services and Volunteer Coordination; input and tracking of data collected on both volunteers and on customers served; direct communication with site mentor on a daily basis regarding progress, issues, or concerns; and other responsibilities as program is created and implemented.

Expectations include: AmeriCorps member will learn and understand the guiding principles, workplace practices and communications at Goodwill Industries of Northern Arizona; will be a Role Model Worker; will be willing and able to work directly serving individuals who may have physical, cognitive, learning or mental disabilities and/or who may be homeless or living in a shelter and/or who may have other barriers to employment and/or self-sufficiency; and will provide world class service to these customers. Most of all, there is an expectation that the AmeriCorps member will be flexible and willing to grow with this challenge.

**Stipend and Other Benefits:** Quarter Time

The stipend and education award amounts are listed below:

Quarter-time (450 Hrs Total—20 hrs/week)

Gross Stipend Amount for Term = \$3,434; Educational award = \$1,493

**Qualifications:**

**Required:** GED/ HS Diploma

**Preferred:** AA or BS in Human Services/education/Criminal justice

**Training / Development Opportunities:** CPR, First Aid, ADA training, Fingerprint Clearance Card

**Work Environment:**

Reliable Transportation, Good to Proficient computer skills, able to work weekends, Patience and good communication skills, self-motivated, data entry, public speaking, teaching interests

*Qualified individuals with disabilities and those from diverse backgrounds are strongly encouraged to apply. We provide reasonable accommodations for qualified individuals upon request.*